



LAW AND RESEARCH LIBRARY DIVISION

JANET FISHER
Division Director

Electronic Reference Service (ERS) User Survey

Now that another busy session is coming to a close, the Arizona State Library, Archives and Public Records asks you to take a few minutes to answer the following questions. Your answers will help us maintain and improve the services offered to legislators and legislative staff and at the ERS workstations in the Senate and the House. **Please return the survey to a librarian or, via interdepartmental mail, to the address on the reverse side of this sheet by May 6, 2004.**

Please check which databases were most useful to you this session:

- Westlaw
- LexisNexis Congressional
- LexisNexis State Capital
- Arizona Republic via NewsBank
- FirstSearch
- ProQuest (ABI INFORM)
- NCSLnet
- ALIS

Was the training and/or assistance offered by the ERS librarian of benefit to you? Yes No

How might the training and/or assistance be improved? _____

Was the Online and Electronic Resources web page of value to you? Yes No
(<http://www.lib.az.us/is/online.htm>)

If so, which resources were of greatest benefit? _____

Any suggestions for additions to the Online and Electronic Resources web page?

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What was the most valuable service offered at the ERS? _____

Any suggestions for future ERS services? _____

THANK YOU

4/17/2004

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PLEASE RETURN THE COMPLETED SURVEY
VIA INTERDEPARTMENTAL MAIL TO:

Susan Blixt
Law and Research Library Division
Arizona State Library, Archives and Public Records
State Capitol, 3rd Floor

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